THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS (SHRI S.R. BALASUBRAMONIYAN): (a) Yes, Sir.

(b) to (d) The Fourth pay Commission recommended a pay scale of Rs. 2000-3500 for Section Officers of the Central Secretariat Service and of Rs. 2200-4000 for the post of Deputy Superintendent of Police (DSP) in CBI as recommended for comparable posts in Central Police Organisations. The Government accepted the scale of Rs. 2000-3500 for Section officers as well s Deputy SP of CBI. However, on representations made by CBI, the Government on reconsideration sanctioned the recommended pay scale of Rs. 2200-4000/- as per order issued on 8.2.1996. No Single factor, like, common examination for recruitment to grades in different services can be taken as a compulsory factor for determining the pay scales. Therefore, the question of anomaly in the pay scales on that ground alone does not arise.

Complaints regarding pension cases

1964. SHRI ONWARD L. NONGTDU: Will the PRIME MINISTER be pleased to state:

(a) the number of complaints, both oral and written, received from different parts of the country by the Deptt. of Personnel, Public Grievances and Pensions, during 1996; and

(b) the number of grievances and Pension cases settled during the above period?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS (SHRI S.R. BALASUBRAMONIYAN): (a) and (b) A total of 5514 public grievances (including 210 backlog cases) were received in the Department of Administrative Reforms and Public Grievances in this Ministry during 1996. Out of these, 5057 were disposed of 8290 grievances pertaining to pension were received in the Ministry during 1996. As the work relating to sanction and payment of pension is decentralised, the grievances received were forwarded to the concerned Ministries/Departments for redressal and sending a reply direct to the petitioner concerned. No centralised monitoring of disposal of pension grievances is done.

प्रधान मंत्री कार्यालय में प्राप्त लोक शिकायतें

1965. **श्री दिलीप सिंह जूदेव:** क्या प्रधान मंत्री यह बताने की कृपा करेंगे कि:

(क) प्रधान मंत्री कार्यालय द्वारा प्रतिमाह औसतन कितनी लोक शिकायतें प्राप्त की जाती हैं;

(ख) अब तक कितनी लोक शिकायतों का निवारण किया गया है तथा कितनी शिकायतें लम्बित पड़ी हैं;

(ग) यह शिकायतें किस प्रकार की हैं;

(घ) क्या प्रधान मंत्री कार्यालय को प्रतिमाह विभिन्न राज्यों के मुख्य मंत्री कार्यालयों से भी शिकायतें प्राप्त होती हैं;

(ङ) यदि हां, तो विगत तीन माह के दौरान मध्य प्रदेश और गुजरात के मुख्य मंत्री कार्यालयों से कितनी शिकायतें प्राप्त की गईं; और

(च) यह शिकायतें किस प्रकार की हैं?

कार्मिक, लोक शिकायत और पेंशन मंत्रालय में राज्य मंत्री तथा संसदीय कार्य मंत्रालय में राज्य मंत्री (श्री एस० आर० बालसुब्रह्मण्यन): (क) प्रधान मंत्री कार्यालय में दिनांक 1.6.1996 से 25.2.1997 तक प्रति माह औसत रूप से प्राप्त लोक शिकायतों की संख्या 12,900 थी।

(ख) प्राप्त हुई सभी शिकायतों की बिना किसी अपवाद के छानबीन की जाती है और उन्हें समुचित कार्रवाई हेतु संबंधित प्राधिकारियों को भेजा जाता है।

(ग) लोक शिकायतें मुख्य रूप से बेरोजगारी, अपर्याप्त अथवा कम नागरिक सुविधाओं, वित्तीय सहायता, कानून और व्यवस्था आदि से संबंधित होती हैं।